

AI Readiness Assessment

Service Definition Document

Sopra Steria



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1 About Sopra Steria

1.1 Overview

About Sopra Steria

Sopra Steria, a major Tech player in Europe with 50,000 employees in nearly 30 countries, is recognised for its consulting, digital services and solutions. It helps its clients drive their digital transformation and obtain tangible and sustainable benefits. The Group provides end-to-end solutions to make large companies and organisations more competitive by combining in-depth knowledge of a wide range of business sectors and innovative technologies with a collaborative approach. Sopra Steria places people at the heart of everything it does and is committed to putting digital to work for its clients in order to build a positive future for all. In 2024, the Group generated revenues of €5.8 billion.

The world is how we shape it

Sopra Steria (SOP) is listed on Euronext Paris (Compartment A) – ISIN: FR0000050809 For more information, visit us at www.soprasteria.com

50,000

employees

€5.8bn

2024 revenue

Top 5

European digital
services companies

In nearly

30

countries



1.2 Our Data & AI Capability

Sopra Steria's Data & AI Practice brings together advanced data engineering, analytics, and AI expertise to unlock value and accelerate transformation for our clients.

- Delivering comprehensive data and AI solutions, including strategy and advisory, data platform modernisation, advanced analytics, machine learning, generative AI and responsible AI implementation
- Integrating deep capability across data management, engineering, governance and AI technologies, supported by industrialised accelerators and frameworks to enable solutions across regulated, hybrid, and sovereign environments
- Using an end-to-end delivery model that combines business insight, engineering excellence, ethical AI principles, and robust governance—ensuring continuous innovation, trust, and measurable business outcomes throughout the full data and AI lifecycle.

1.3 Our Credentials

Capacity

More than 15,000 cloud experts in 30 countries
(Vision, Ops, Design, Scale)

Market recognitions

- Large account (best category>\$250m) in the "Public Sector Industry Cloud Landscape" (Forrester)
- Leader "Cloud public in Europe" & "Next Gen Private & Hybrid Cloud" (ISG)
- Leader "Cloud Infra Brokerage" (NelsonHall)
- Best in Class "Azure" & "SAP" & "Service Now" (PAC Radar)
- Leader "Cloud Native Application" & "Application Transformation Services" (Quadrant)
- Major Contender "Cloud Services" & "Cloud Native Applications" & "Services on AWS Azure & CGP" (Everest)

Key partners



Main market recognitions

2nd in IT Services in France and 10th in EMEA*

Cybersecurity	Digital	AI	IT for Green	Cloud			
• Leader "Cyber resiliency services" (NelsonHall) • Leader "cybersecurity" in France & Germany (ISG) • Top 5 "cybersecurity" in France (Markess)	• Leader "Application Transformation Services" (Quadrant) • Leader "Digital Banking" (NelsonHall) • Leader "Digital Banking Services" (ISG) • Major Contender "Digital twin Services" (Everest) • Innovator "Digital Manufacturing" (NelsonHall)	• Leader AI Services & Gen AI (PAC Innovation Radar) • Leader AI Services (Quadrant) • Leader "Intelligence Process Automation" (Quadrant) • Major player "European Professional Services for Data-Drive" (IDC) • Major contenders "AI services" & "Intelligent Process Automation services" (Everest)	• Leader "ESG for Banking Services" (NelsonHall) • Best in class "consulting and digital services for sustainable development" (PAC Innovation Radar) • Major Contender "NetZero Consulting Services" (Everest)	• Large account (best category>\$250m) in the "Public Sector Industry Cloud Landscape" (Forrester) • Leader "Cloud Infra Brokerage" (NelsonHall) • Best in Class "Azure" & "SAP" & "Service Now" (PAC Radar) • Leader "Cloud Native Application" & "Application Transformation Services" (Quadrant) • Leader "Cloud public in Europe" & "Next Gen Private & Hybrid Cloud" (ISG) • Major Contender "Cloud Services" & "Cloud Native Applications" & "Services on AWS Azure & CGP" (Everest)			
							

* Source PAC 2024

PAC

Sopra Steria is formally recognised by **PAC** as one of **Europe’s leading providers of AI and Generative AI services**. In the **2024 PAC Innovation Radar for AI related Services in Europe**, Sopra Steria achieved a **"BestinClass" overall rating**, the highest classification awarded and achieved by only a small number of providers assessed. PAC evaluated 28 organisations across portfolio strength, vision, strategy, and client delivery.

PAC rated Sopra Steria **BestinClass** in several specialist AI domains, including **Generative AI, back office AI, and digital customer engagement**, and identified Sopra Steria as the **top rated provider in Europe for AI related services in Human Capital Management**. PAC further highlighted Sopra Steria’s commitment to **sovereign and trusted AI**, including data transparency, opensource approaches, regional hosting, and strong public sector delivery credentials across Europe.

TechMarketView

Sopra Steria is recognised by **TechMarketView** as a **Disruptor and Innovator** in the application of Artificial Intelligence to enterprise and backoffice operations. In its **AI Impact: Back Office Operations** research, TechMarketView identifies Sopra Steria among the suppliers using AI to **differentiate their value proposition and drive material change** across traditionally manual and process heavy functions.

TechMarketView research highlights Sopra Steria's use of **AI enabled automation, Generative AI, and industry specific solutions** to transform back office services, including HR, finance, and business process services. This recognition reflects Sopra Steria's ability to combine **deep industry knowledge, AI engineering capability, and partner ecosystems** to deliver tangible productivity gains and operational outcomes for clients.

By being named a **Disruptor and Innovator**, Sopra Steria is recognised by TechMarketView as a provider that is actively reshaping how organisations adopt and realise value from AI, rather than incrementally enhancing legacy service models.

NelsonHall

Sopra Steria is recognised as a **Leader** by **NelsonHall** in its **2025 NEAT assessment for "GenAI-Enabled Operational Transformation"**, including a Leader position in the **Overall** category. NelsonHall identifies Sopra Steria as a Leader for its ability to **industrialise Generative AI**, moving beyond pilots to deliver **secure, scalable, production ready GenAI solutions** that generate measurable operational outcomes. Sopra Steria is rated as a Leader across multiple categories, including:

- GenAI-Enabled Operational Transformation (Overall)
- Development of custom GenAI solutions
- GenAI support for Business Process Services
- Understanding and aligning GenAI to operational requirements

NelsonHall highlights Sopra Steria's **impact driven AI strategy**, including the establishment of AI factories for largescale deployment, integration of industry specific GenAI solutions, and the rapid delivery of operational value for public and private sector clients.

2 Service Overview

2.1 Service Description

Our AI Readiness Assessment provides insights into your organisation's AI transformation journey, assessing your infrastructure, data quality, talent, and organisational culture to effectively implement AI solutions.

Our approach provides a clear understanding of your readiness, organisational risks and reduces inefficiencies in your AI adoption journey.

2.2 Features

- Stakeholder consultation to establish vision, strategy and goals
- Data Collection and Analysis to map current state of readiness
- Review current business processes, architecture and in-house expertise
- Spans Tech & Digital Strategy, Governance & Ethics, Infrastructure, Culture
- Customised roadmap for AI implementation and adoption
- Identify bespoke, prioritised and defined use cases for Artificial Intelligence
- Assessment of organisational risks and benefits of adopting AI

2.3 Benefits

- Clear alignment between AI, organisational strategies and vision statement
- Enabling you to leverage AI technologies that demonstrate most value
- Demonstrate importance of AI ethics and wider considerations
- Framework for ethical and compliant blueprint standards
- Enhanced decision-making capabilities regarding AI investments and initiatives
- Supports business case for adoption of emerging AI technologies

2.4 Our Approach

Our AI Readiness Assessment is anchored in a proven methodology that guides clients from initial evaluation through strategic planning and actionable recommendations. We deploy cross-functional teams with deep business and technical expertise, ensuring every assessment is tailored to the client's unique context, objectives, and sector requirements.

We begin by engaging stakeholders to clarify business objectives, key performance indicators, and compliance requirements. Our consultants conduct a comprehensive review of the existing technology landscape, current AI initiatives, and organisational data assets. Using industry-standard AI maturity models and benchmarking tools, we assess the organisation's capabilities across people, processes, technology, and governance.

Our approach includes structured workshops and interviews to identify strengths, gaps, and opportunities for improvement. We evaluate data quality, infrastructure readiness, and the alignment of AI strategy with broader business goals. The assessment covers risk management, ethical considerations, and regulatory compliance, ensuring a holistic view of AI readiness.

Based on our findings, we deliver a detailed readiness assessment report, a strategic roadmap with prioritised use

cases, and clear recommendations for capability building and change management. Our consultants provide guidance on governance frameworks, resource planning, and implementation pathways, enabling clients to move confidently towards scalable and responsible AI adoption.

We embed continuous improvement into our approach, offering follow-up reviews and support to ensure that organisations remain agile and prepared for future AI opportunities and challenges.

2.5 Inputs

We would expect the following inputs from you as part of this service:

- Access to relevant datasets and data sources
- Clear business objectives and key performance indicators
- Details of existing technology landscape and architecture
- Stakeholder availability for interviews and workshops
- Compliance, regulatory, and governance requirements
- Information on current AI initiatives and pain points
- Data quality and management practices
- Organisational structure and roles related to AI
- Existing change management and training programmes
- Security and privacy policies for data and AI

This is a high-level list and is not exhaustive.

2.6 Outputs & Deliverables

Some of the outputs and deliverables generated from the service are identified below:

- AI readiness assessment report
- Strategic roadmap with prioritised AI use cases
- Proof of concept recommendations and solution outlines
- Governance and compliance framework for AI adoption
- Implementation plan and resource model
- Data quality and infrastructure assessment summary
- Risk and opportunity analysis for AI initiatives
- Stakeholder workshop findings and action points
- Capability and skills gap analysis
- Recommendations for continuous improvement and scaling

This is a high-level list and is not exhaustive.

2.7 Certifications & Skills

Some of our certifications and skills related to this service are identified below:

- AWS and Azure certified partner with individual certifications across architecture, development, AI and security

- Cyber Essentials Plus certified
- Cloud Architecture
- Cloud Solution Engineering
- Application Architecture
- Application Development
- AI Architecture, development, training and prompt engineering
- Data science
- DevSecOps
- Scrum, Kanban and Prince2 practitioner certification
- Business Advisory
- Business & Data analysts
- Business Change
- User experience and service design

This is a high-level list and is not exhaustive.

2.8 Case Study

Client: AB Dynamics

The challenge: AB Dynamics, a global leader in vehicle testing and verification solutions, wanted to harness AI to boost efficiency, enhance customer support, and accelerate innovation. However, they faced several blockers: no clear AI roadmap, fragmented data, and uncertainty on where to start. They needed a structured, strategic foundation to confidently adopt AI and prioritise investments that aligned with their operational and business objectives.

What we delivered: Sopra Steria carried out a full AI Maturity Assessment across six pillars—strategy, governance & ethics, technology & infrastructure, data, expertise, and culture. We engaged senior leaders through an AI Hothouse workshop, evaluated AB Dynamics' readiness, and identified high-value use cases. We then defined two Proof-of-Value projects to demonstrate early impact and produced a phased, actionable AI roadmap aligned to their strategic priorities.

Outcome

- A clear, prioritised roadmap to guide scalable AI adoption
- Two PoVs selected to demonstrate measurable early value (AI-enabled software development + AI-powered customer support assistant)
- Stronger organisational understanding of AI readiness and where to invest next
- A structured foundation enabling AB Dynamics to move confidently into the next phase of their AI transformation

3 Pricing

Please refer to the Pricing Document for this Service.

4 Next Steps

4.1 Contact

Please contact us if you would like to know more about any of our listings on G-Cloud.

Email: sector-support@soprasteria.com

As all of our G-Cloud enquiries initially come into a single contact, please remember to tell us:

- Your name, your organisation name and contact details
- Which service you are enquiring about
- A brief summary of your requirements or problem statements that you would like support to address.

4.2 More Information

More information about our services and capabilities can be found on our website [here](#).

